

**STATE ENHANCED 9-1-1
ADVISORY COMMITTEE
MEETING MINUTES
*SEPTEMBER 18, 2003***

Members Present:

Chair, Chris Fischer, *Association of Public-Safety Communications Officials (APCO)*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
JoAnn Boggs, *Rural Counties - East*
Bob Connell, *Verizon*
Dave Cowardin, *Washington State Association of Fire Chiefs*
Patty Danner, *Urban Counties – East*
Marlys Davis, *King County*
Dick Dickinson, *Wireless Carrier*
Marty Knorr, *Washington State Patrol (WSP)*
Chris Mace, *Washington State Association of Sheriffs and Police Chiefs*
Jeanne Massingham, *Washington State Emergency Management Association (WSEMA)*
Lynn Mell, *T-Mobile USA*
Naomi Riggins, *Rural Counties - West*
Dennis Snook, *Washington State Association of Counties - East*
Markus Volke, *Qwest*
Marj Williams, *Urban Counties – West*

Alternate Members Present:

Guests Present:

Ben Keller (*Garfield*), Pam Boad (*Mason*), Andy Malchest (*Cowlitz*), Cory Ahrens (*WSCJTC*), Rosemari Ogden (*Qwest*), John Didion (*Pacific*), Khalid Khan (*King*), and Dave Magnenat (*Kitsap*).

County Coordinators Present:

John Fleckenstein (*Chelan*), **Naomi Riggins** (*Clallam*), Roger Trump (*Columbia*), Cindy Barnd (*Cowlitz*), Peggy Fouts (*Grays Harbor*), Tom Shaughnessy (*Island*), Tracy Stringer (*Jefferson*), **Marlys Davis** (*King*), Steve Reinke (*Kittitas*), Shirley Chapple (*Klickitat*), Lanette Scapillato (*Lewis*), DeeAnn Edwards (*Lincoln*), Kim Scott (*Okanogan*), Stephanie Fritts (*Pacific*), **JoAnn Boggs** (*Pend Oreille*), Jim Ricks (*San Juan*), Deb Welsh (*Skagit*), **Marj Williams** (*Snohomish*), Deb McCanna (*Stevens*), Dan Bardsley (*Wahkiakum*), and **Dan Aycock** (*Walla Walla*).

State Office Staff Present:

Bob Oenning, Kurt Hardin, David Irwin, Catherine Bartholomew, Lorri Hergert, Dave Griffith and Teresa Lewis.

Welcome and Introductions:

Chris Fischer called the meeting to order at 9:45am. Members and guests introduced themselves.

Review and Approval of the Minutes (July 17, 2003):

Naomi Riggins motioned to approve the minutes from the July 17, 2003 meeting as written.

Dan Aycock seconded the motion. The motion carried.

Old Business:

No old business reported.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis:

Dave Griffith reported on the FCC issues. The FCC has issued a notice of inquiry (FCC 03-205) to look into the effects that communication towers may have on migratory birds. The notice mentions that to the FCC's knowledge there have been no studies to support an estimate of how many birds have died as a result of collisions with towers. However, it is estimated that over 350 species of migratory birds migrate at night, and one researcher has estimated as many as four to five million birds maybe be killed each year due to collisions with communications towers. Comments are due October 20, 2003. The state of Minnesota also announced that they would be joining the FCC with a two and half year study of their own in conjunction with the construction of their 800 MHz public safety radio system.

The FCC has issued another Consumer Advisory **[ENCL 1]** on cellular phone usage and access to E911. This notice advises consumers to:

Ask Wireless Carriers –

Have they received a request from their local PSAP?

What the status of E911 deployment is?

Does their existing phone work with E911?

Which models do work with E911?

Ask their legislators, or public safety officials –

Is the local PSAP ready for E911?

What is the plan for implementing E911?

Is the E911 tax being used for E911?

The advisory then provides details on Phase I and Phase II, the intricacies of implementation and the differences between handset and network based solutions.

The FCC Chairman Michael Powell addressed the International APCO convention in Indianapolis, and announced the next E911 Coordinating Initiative meeting will be held on October 29 and 30, 2003 in Washington DC. The Washington State Governor's designee will be Bob Oenning.

Updates on the Technical and Operational WAC

The Technical and Operational WAC 118-67 **[ENCL 2]** was returned from the AAG's office with some changes. The AAG recommended the language be incorporated directly from the FCC rules rather than referring to specific sections of the regulations. Dave asked that you review the changes from the AAG's office and send comments back to him no later than September 26, 2003.

Phase I and Phase II Service Agreements - Marlys reported counties that have a contract with the State for wireless funding and for Carriers that are seeking cost recovery, Phase I & II service agreements need to be in place or at least have attempted to enter into a service agreement in good faith to receive funding. All service agreements have been finalized and have been sent to the state office to be forwarded to the counties with the exception of Cricket and US Cellular. Counties that are not under state assistance are free to use the same language in their agreements. Carriers need to understand that the cost recovery rate negotiated with one county has no effect on cost recovery in

the other counties. Carriers will need to negotiate the rate with each county. The State Office is working on setting a cost recovery rate for those counties with state contracts. As soon as it is finished it will be sent out to those counties without a state contract to use for negotiating purposes.

Carrier Cost Recovery - Carrier cost recovery will only be paid after Phase I and II implementation is completed. In order for a carrier to be eligible to receive cost recovery from the state the carrier must have a signed service agreement with each county where service is provided or show a good faith effort in negotiating a service agreement. Carriers also have to be able to support their costs with documentation. The state and counties will not pay cost recovery if the carrier cannot provide an itemized invoice showing documented costs for cost recovery.

Carriers should not submit invoices to the State or Counties until an agreement (statewide agreement or service agreement between carrier and county) has been signed by both parties. The state is asking that carriers start tracking their recovery costs but not submit invoices yet. The state is working with the carriers to develop a statewide rate for carriers that provide service in counties that receive assistance from the state. Dave Griffith is the State E911 point of contract for carriers. Dave can be reached at d.griffith@emd.wa.gov or by phone at 253-512-7015. The State office will determine cost recovery funds to carriers using a pro rata basis per county based on implementation date. For GPS based solutions, the State will use the national average percentage of subscribers with new handset based solutions for each carrier. Carriers are required to provide an annual number of customers at the beginning of each calendar year to the State office based on WAC 18-66-085. The State office is hoping to have signed agreements with carriers prior to June 2004. Those carriers without signed agreements and/or without documented costs will not be eligible for cost recovery from the state. Carriers will be subject to audits by the State.

Kurt Hardin presented the Phase I **[ENCL 3]** and Phase II **[ENCL 4]** color charts. Information updates should be sent to Lorri Hergert at L.Hergert@emd.wa.gov. Information can be accessed on the website located at <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>. Qwest Wireless will be moving all customers to Sprint PCS network and will close out the Qwest Wireless network within the state. Counties that will be ready for Phase II should coordinate with Qwest Wireless and Sprint PCS. The switch over should take place early 2004 and complete by mid 2004.

Default Routing by MSC - The Subcommittee met directly following the Wireless Workgroup meeting. The purpose of this subcommittee is to review and update the default routing numbers and to look at all different situations causing a default. This is an ongoing problem, where defaulted calls go to incorrect PSAPs. The carriers are encouraged to provide this information as soon as possible so default routed 911 calls can be directed to the appropriate PSAP. The subcommittee is also looking at what should be done with overflow calls, and whether they should be sent to an alternate PSAP or busy out. Carriers were reminded that the subcommittee is made up of State and county people. In order to have information privacy, no carriers are on the subcommittee. Marlys stated that in some cases carriers can split apart default routing from the overflow and some carriers cannot. They are working on trying to resolve this issue. Marlys stated that in some cases carriers are going to be able to do default by county. She requested a list of the Wireless PSAPs and a list of the assigned default PSAPs in each county.

ALI Error Codes - Marlys Davis handed out a draft copy of Wireless ALI Error Codes **[ENCL 5]**. Some carriers and Intrado provided the information. This information was presented to the MSAG Coordinators at the State forum. Carriers were asked to verify the information and let Marlys know if there are any changes.

The counties have requested an updated list of telephone numbers **[ENCL 6]** to call when they have a problem with wireless 911 service to report. A number was provided for reporting system problems,

such as large numbers of misrouted calls, and each wireless carrier's Network Operations Center number was provided as a back up. Information on how to report ALI database errors or maintenance was also provided. Each carrier's security contact number for in-progress emergencies was also listed, and counties were reminded to follow the wireless carrier Security Procedures when calling these numbers. This information is still being verified, and will be updated as new information is received. This information will also be presented to the MSAG Coordinators.

Wireless Implementation Issue - 5ESS Answer Supervision

A problem of the public switched telephone network not returning answer messages to the wireless switch sending the 9-1-1 call has been identified. This is causing the sending switch to not recognize that the 9-1-1 call has been answered, and to disconnect the call at a pre-programmed time-out threshold (45 seconds, 3 minutes, etc). This problem appears to apply to all wireless carriers. The DMS 100 E911 Selective Routers have been programmed to compensate for this problem to prevent the calls from being disconnected by the originating switch. For areas served by 5ESS E911 Selective Routers (counties served by the Spokane, Tacoma, and Vancouver Selective Routers), this problem is ongoing, and live 9-1-1 calls are being disconnected.

In an effort to resolve this problem as quickly as possible, the State E-911 Office was asked, by the Wireless Workgroup, to set up a conference call for Monday, September 8th, 2003, and subsequent Mondays to coordinate the resolution of this problem, since it was unclear exactly what the cause of the problem was. The conferees included Qwest Network Engineers, Verizon Network Engineers, experts from Nortel and Lucent (manufactures of the DMS 100 and 5ESS E911 Selective Routers) and PSAP CPE vendors. The outcome of the conference call was that a programming change has patched, but not solved this problem. Work will continue until a fix has been implemented.

Public Education - The state office has updated the press release announcing the status of Phase I and Phase II implementation within Washington State. Counties again are encouraged to review the press release and submit changes and corrections to Lorri Hergert at the state office either by email at l.hergert@emd.wa.gov or by phone at 253-512-7013. The state office will be updating and releasing this information each month. The press release and maps are posted on EMD's Webpage (<http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>).

King County Accidental 9-1-1 Dialing

King County has initiated a public education campaign to attempt to reduce the number of accidental 9-1-1 calls from wireless phones. A sample of bus signs that are currently displaying on Metro buses throughout the county was passed around. A sample of a car litterbag was also shown. King County is working with the wireless carriers to have the bags distributed with new wireless phones at the stores that sell the phones. Marlys Davis reminded everyone that the artwork and design on the bus signs and litterbags is copyrighted by the design firm and cannot be duplicated.

Marlys announced that the next Wireless Workgroup meeting scheduled for October 9th is cancelled due to the NENA Fall Technical meetings being held at the same time.

GIS Technical – Bob Connell:

Bob Connell reported on the presentation at the County Coordinator forum of the Karsnet reporting system. The technical group is requesting information from the counties about PSAP equipment configurations to determine the degree of difficulty to implementing the system.

What type of customer premises equipment does the PSAP have?

The PSAP ANI ALI controller what version and model is it?

Do you use a system printer?

Etc...

Bob will be sending out a spreadsheet on this information. It is vital to get this information back to him ASAP.

Bob Connell introduced Khalid Khan from the King County E911 Program. He was the representative from Washington State to attend the NENA endorsed Urban Regional Information System Association (URISA) National conference in Rhode Island in August of 2003. Khalid reported on the conference [ENCL 7]. Discussion and questions ensued following the presentation.

Training – Chris Fischer:

Chris Fischer referred to the Washington State Criminal Justice Training Commission (WSCJTC) Telecommunicator Program Quarterly Report for April – June 2003 [ENCL 8]. Cory Ahrens stated that the classes are up and running and are at capacity. Cory Ahrens announced that she has been asked to serve on a subcommittee of Terrorism Training for the WA State Department of Homeland Security Institute.

Public Education – Peggy Fouts:

Peggy announced that she is working on getting the subcommittee up and running. She asked for any volunteers that would like to be on the subcommittee to please contact her. She will be putting together a meeting schedule soon and sending it out.

Equipment Maintenance – Peggy Fouts:

Peggy announced that the current members on the subcommittee are as follows: Jim Ricks, Tom Shaughnessy, Patty VonBargen, Jim Quackenbush, Lanette Scapillato, and Naomi Riggins. If anyone else is interested in being on this subcommittee please contact Peggy. This subcommittee will include all maintenance contracts, not just telephones.

STATE OFFICE REPORTS:

FY03 & 04 Budget:

Kurt Hardin presented the past and current budget year.

E911 Wireline Revenue for 2002 was \$ 6,347,837 and for 2003 is \$ 7,945,780 for a total of \$ 14,293,617. E911 Wireless Revenue for 2002 was \$ 0 and for 2003 is \$ 2,226,575. The total E911 revenue for 2002 and 2003 is \$ 16,520,192. NOTE: The wireless revenue for 2003 was only collected from January 1 thru June 30, 2003.

2002 Wireline Expenditures

• Direct E911 county funds	\$ 6,752,899
• Indirect E911 county funds	\$ 446,012
• State E911 Office	\$ 394,392
• E911 Statewide Service	\$ 100,544
• Indirect to Department	\$ 69,689
• E911 Advisory Committee	\$ 33,925
TOTAL	\$ 7,797,461

2003 Wireline Expenditures

• Direct E911 county funds	\$ 8,383,639
• Indirect E911 county funds	\$ 329,047
• State E911 Office	\$ 420,872
• E911 Statewide Service	\$ 203,741
• Indirect to Department	\$ 71,189
• E911 Advisory Committee	\$ 54,365
TOTAL	\$ 9,462,853

2003 Wireless Expenditures

• Direct E911 county funds	\$ 0
• Indirect E911 county funds	\$ 65,661
• State E911 Office	\$ 195,094
• E911 Statewide Service	\$ 0
• LEC Interface Costs	\$ 1,139,069
• Indirect to Department	\$ 0
• E911 Advisory Committee	\$ 0
TOTAL	\$ 1,399,824

2001-2003 Wireline Total

• Appropriation	\$ 17,449,025
o 2002 Expenditure	\$ 7,797,461
o 2003 Expenditure	\$ 9,462,853
• Expenditures	<u>\$ 17,260,314</u>
Difference	\$ 188,711

2001-2003 Wireless Total

• Appropriation	\$ 2,818,000
o 2002 Expenditure	\$ 0
o 2003 Expenditure	\$ 1,399,824
• Expenditures	<u>\$ 1,399,824</u>
Difference	\$ 1,418,176

Wireline & Wireless Totals

• Direct E911 county funds	\$ 15,136,538
• Indirect E911 county funds	\$ 840,720
• State E911 Office	\$ 1,010,358
• E911 Statewide Service	\$ 304,285
• LEC Interface Costs	\$ 1,139,069
• Indirect to Department	\$ 140,878
• E911 Advisory Committee	\$ 88,290
TOTAL	\$ 18,660,138

2001-2003 Change in E911 Fund Balance

• Revenue	\$ 16,520,192
• Expenditures	<u>\$ 18,660,137</u>
Fund Balance	(\$ 2,139,945)

2004 Wireless Budget

• Direct E911 county funds	\$ 5,602,230
• Indirect E911 county funds	\$ 473,720
• State E911 Office	\$ 225,113
• E911 Statewide Service	\$ 153,970
• LEC Interface Costs	\$ 1,000,000
• Indirect to Department	\$ 38,318
• E911 Advisory Committee	\$ 6,848
TOTAL	\$ 7,500,000

2004 Wireline Budget

• Direct E911 county funds	\$ 7,925,640
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• Indirect E911 county funds	\$ 924,446
• State E911 Office	\$ 525,263
• E911 Statewide Service	\$ 359,263
• Indirect to Department	\$ 89,410
• E911 Advisory Committee	\$ <u>15,978</u>
TOTAL	\$ 9,840,000

2004 Wireline & Wireless Totals

• Direct E911 county funds	\$ 13,527,870
• Indirect E911 county funds	\$ 1,397,967
• State E911 Office	\$ 750,375
• E911 Statewide Service	\$ 513,235
• LEC Interface Costs	\$ 1,000,000
• Indirect to Department	\$ 127,728
• E911 Advisory Committee	\$ <u>22,825</u>
TOTAL	\$ 17,340,000

Financial Status:

Catherine presented some new color maps that depict the counties with Wireline and Wireless Operations and Wireless Implementation contracts. She presented the E911 State Fund Balances through July 31, 2003 *[ENCL 9] & [ENCL 10]*. Catherine also reminded the counties that the Inappropriate 911 Call Survey would be taking place on October 12 – 25, 2003. This will be sent out via email, regular mail and faxed to all county coordinators on September 19, 2003. It is important that you send in your results for this survey.

Legislative Issues:

Bob Oenning stated that 911 Federal Legislation has a house and senate bill. The House Bill 2898 hearing has been delayed till September 11, due to weather conditions in the east coast. The Senate Bill 1250 is moving forward. Homeland Security is starting to recognize 911. Interoperability remains a big issue. The Pacific Northwest Information Network being built by the City of Seattle and King County. This is an information-sharing network and reports back to federal government.

Military Department Governor's Performance Agreement:

Bob Oenning reported that the Military Department submits suggestions for measuring performance. The Office of Financial Management (OFM) may take the suggestions and/or modify them. This year the process ended up with three performance measures that impact E911 they are as follows:

- Implement Wireless E911 throughout the state of Washington
 - Phase I delivers call and caller's phone number to Public Safety Answering Point (PSAP) to permit calling back as required. Phase II will add the caller's latitude and longitude to the information delivered to the PSAP. – *Due to be completed by June 2004.*
- Develop, design, and publish targeted internal and external customer surveys seeking feedback to improve service delivery in all divisions of the agency
 - Each division of the agency develops and implements survey tools to gain feedback on individual program effectiveness necessary to improve service delivery. – *Due to be completed by June 2004.*
- Complete statewide infrastructure assessment, prioritize results and develop protection strategies.
 - *Due to be 80% completed by June 2004.*

Discussion ensued regarding this issue.

NEW Business:

There was a request that some future legislation target the use of 911 for advertising. There was a request for some legislation regarding harassing calls to 911. One of the counties reported that they got an anti-harassment order to help them out in a similar situation.

E911 Strategic Planning Subcommittee – Marj Williams will remain as the chair for this subcommittee and will be sending out an email to the members to see if they are still interested in staying on the committee. This subcommittee will reconvene.

Wireline Tax – The state office recommended to the WUTC that the wireline tax remain at twenty-cents.

Homeland Security Subcommittee – there was a question brought up to the Advisory Committee to see if there was a need for a Homeland Security subcommittee. It was stated that there are already regional subcommittees. Discussion ensued regarding the need for or against the subcommittee. It was suggested that this be discussed in the Strategic Planning subcommittee and worked out through there.

Dave Cowardin motioned to have the State office pursue acquiring a 911 position on the State Committee on Terrorism. Marj Williams seconded the motion. The motion carried.

The next meeting will be held THURSDAY, OCTOBER 16, 2003 at THE RADISSON SEATAC HOTEL.

ACTION ITEMS:

Naomi Riggins motioned to approve the minutes from the July 17, 2003 meeting as written. Dan Aycock seconded the motion. The motion carried.

Dave Cowardin motioned to have the State office pursue acquiring a position on the State Committee on Terrorism. Marj Williams seconded the motion. The motion carried.